

Continuous Process Improvement (CPI) Road Show



Personnel and Readiness



CPI Program Overview

- ▶ **Mission:** DoD executes a staged, full deployment of Continuous Process Improvement to accelerate change by creating a culture that improves quality and responsiveness for Soldiers, Sailors, Airmen, Marines, Civilians, Family Members, and the Nation.
- ▶ **Vision:** Transformed business processes and functions across DoD to provide improved value, quality, safety, and responsiveness for our customers while reducing cycle time and cost accomplished by a culture of continuous, measurable improvement.



CPI Road Show

The CPI Road Show is:

- ▶ Derived from the Office of the Under Secretary of Defense (OUSD) Personnel & Readiness (P&R) Continuous Process Improvement (CPI) Collaboration Forum, established to foster CPI within the P&R family, which includes P&R Staff, applicable DoD Field Activities, and applicable DoD Agencies
- ▶ Created to engage P&R mid-level leadership in supporting long-term CPI efforts
- ▶ Provided as an opportunity to help shape the future of the P&R CPI program
- ▶ A means to increase visibility of current CPI activities throughout P&R



CPI Roadshow Goals

Overarching Goal:

Socialize CPI Among OUSD
P&R Mid and Senior-level
Leadership

- ▶ Create awareness of the P&R CPI program
 - Provide background information on the history and major contributions
 - Provide status on current activities and level of engagement
- ▶ Discuss various CPI methodologies that are currently deployed within OUSD
- ▶ Present specific relevance to targeted organizations
- ▶ Aid in understanding of how CPI can help organizations achieve their objectives



CPI Overview

- ▶ Continuous Process Improvement (CPI) is a systematic approach for identifying issues within an organization or process and taking steps to improve overall performance
- ▶ There are a cadre of process improvement techniques and methodologies that have been developed over the last century which are geared toward improving processes to meet a stated goal
- ▶ CPI's roots are closely linked to Manufacturing and Military activities

CPI is a Focus on Improving Performance



CPI Process

1. Understand and Define the Problem
2. Determine the Processes Involved
3. Map the Processes and Gather Data
4. Select an Improvement Approach
5. Develop and Implement a Solution
6. Determine Effectiveness of Solution
7. Adjust as Needed

Simple Process with Powerful Results



Common CPI Methodologies Within DoD

- ▶ Total Quality Management (TQM)
- ▶ Theory of Constraints (TOC)
- ▶ Business Process Re-engineering (BPR)
- ▶ Lean Six Sigma (LSS)

**Many Approaches and Tools Available but Goal is
Always Improved Organizational Performance**



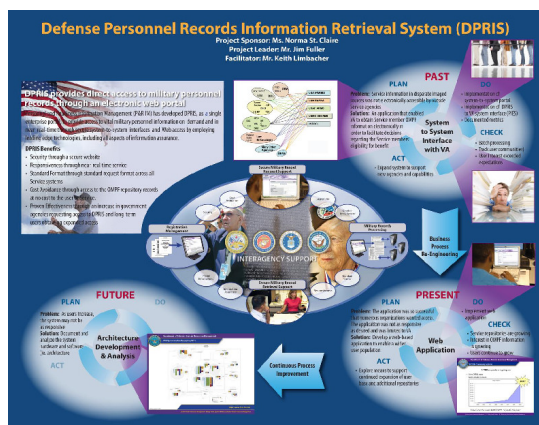
Benefits of Leveraging CPI

- ▶ Process cycle time reduction
- ▶ Fewer processing / execution errors
- ▶ Less rework
- ▶ Reduced costs / less need for budget increases
- ▶ Improved understanding of current operational inefficiencies
- ▶ More organized and prioritized approach to organizational improvement efforts
- ▶ Improvement becomes the 'Way to Work' and not 'Extra Effort'

Significant Benefits can be Achieved

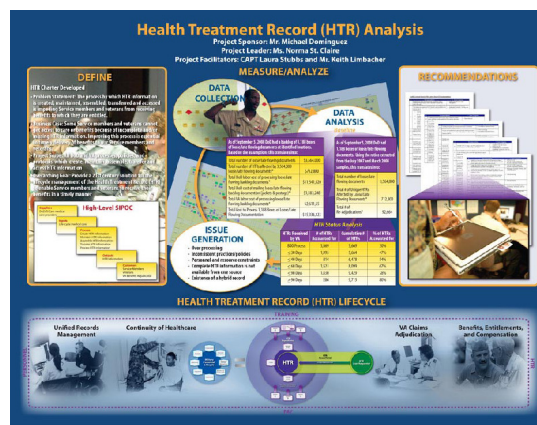


Benefits of Leveraging CPI - Examples



Defense Personnel Records Information Retrieval System (DPRIS)

- Application of TQM and PDCA cycle
- Significant cycle time reduction
- Multi million dollar cost savings



Health Treatment Record (HTR) Analysis

- Application of Lean Six Sigma
- Quantitative problem statement developed
- Significant number of Non-Value add process areas identified



“Go Green” LSS Initiative

- Application of Lean Six Sigma
- Sustainable solution developed with simple control mechanism
- Benefits realized significantly exceeded initial targets



CPI Road Show Benefits

- ▶ Help P&R mid-level leadership increase understanding of CPI and its benefits
- ▶ Reduce confusion regarding methodologies, terms, tools and the language of CPI
- ▶ Build basic understanding of how to get started with CPI or advance / accelerate current CPI efforts
- ▶ Provide QA time specific to organizational performance issues and how CPI can be leveraged to address them

Road Show is Focused on Communicating the Value of CPI



CPI Road Show

Thank You